

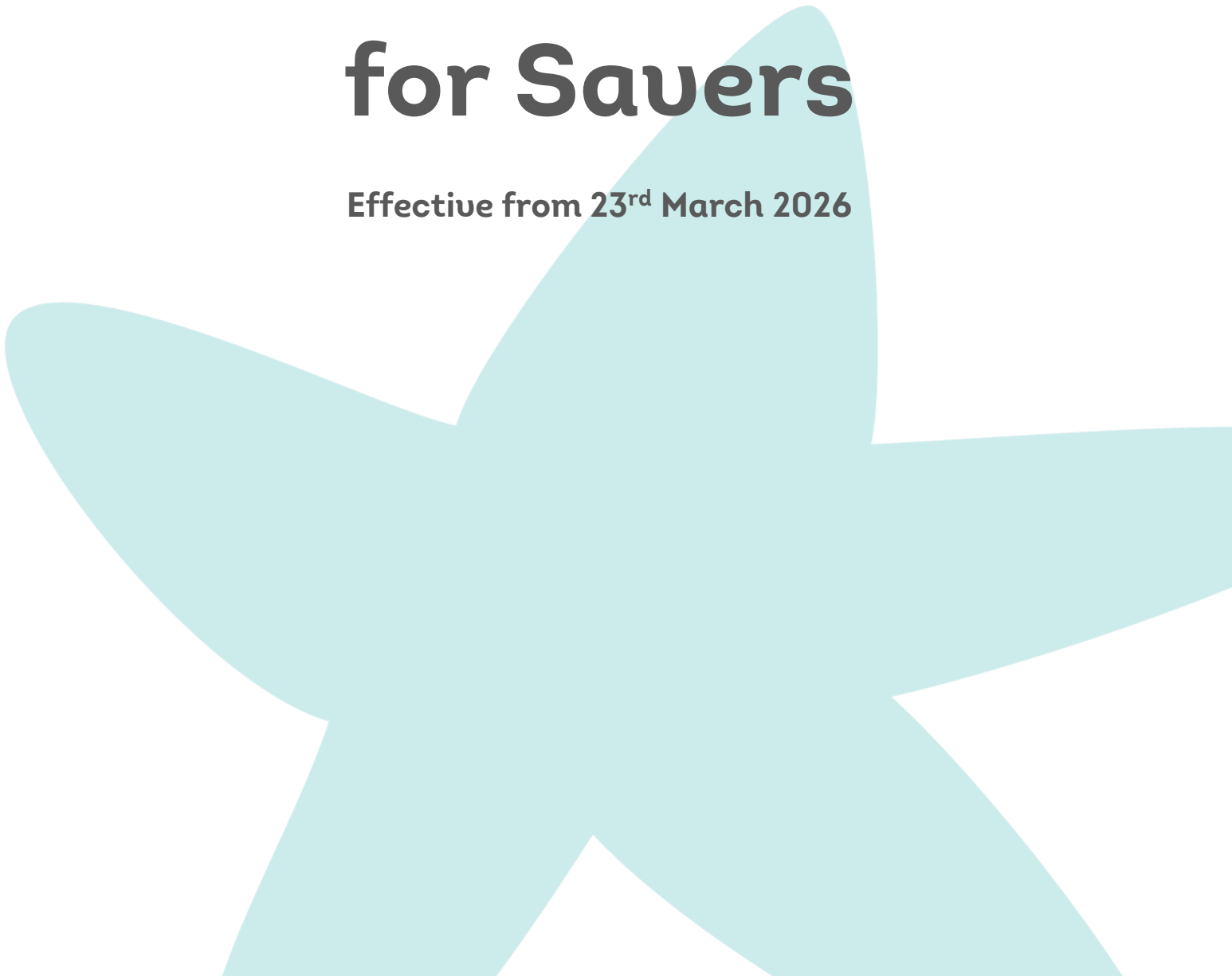


**Vernon**  
Building Society

*Together, we're greater*

# Terms & Conditions for Savers

Effective from 23<sup>rd</sup> March 2026



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# SECTION A

## General Terms & Conditions

### 1. Introduction

At Vernon Building Society, we are committed to providing the best possible service to our Members. As part of that commitment, these Terms & Conditions (known as the 'Conditions') apply to all savings accounts with the Society, except where special conditions detailed in a particular product leaflet apply. If a special condition differs from these Conditions, the special condition will apply.

You should read the Conditions carefully. If there is anything that you do not understand, please ask us. You have a right to obtain a copy of the Terms & Conditions that apply to your account at any time while it is open.

There are additional Conditions relating to Cash ISA products offered by Vernon Building Society, which are contained in Section B.

These Terms and Conditions also cover the use of Online Services (the system we provide that allows you to manage your account online). These are contained in Section D.

In these Conditions:

- 'the Society' 'we' 'us' 'our' and 'Vernon' refer to Vernon Building Society;
- 'you' and 'your' refer to the account holder;
- 'working day' means a day other than a Saturday, Sunday or Bank Holiday

You can contact us at any time using the details at the end of this booklet.

### MEMBERSHIP

If these Conditions apply to your account, you will be a Member of the Society and therefore our Rules will apply. However, these Conditions, or any relevant special conditions for your account, will override the Rules in the case of any inconsistency. The Rules can be found on our website or are available on request.

### CHARITABLE ASSIGNMENT SCHEME

When you open your account, you agree to assign any windfall benefits to the Vernon Charitable Foundation for the first 5 years of your membership. Windfall benefits may arise in the unlikely event that we transfer our business to another company or building society.

The Charitable Assignment agreement is set out in the savings application form or explained when you opened your account. The scheme applies to all new Members joining us after 1<sup>st</sup> January 2025 and does not apply to those who became Members before this date.

### 2. Communication and legal jurisdiction

All communication between us will be in English. All contracts entered between you and the Society will be governed by the laws of England and Wales. Those laws are also taken as the basis for the establishment of relations with you prior to the conclusion of any contract between us.

Where we hold an email address, the Society will use this to communicate with you, unless you tell us otherwise. Should you require your communication in an alternative method such as large print or braille, this can be arranged upon request.

### **3. Our commitment to you**

The Society will treat you fairly and reasonably when providing you with products and services, particularly in the following key areas:

- Choosing the products and services which meet your needs
- Interest rates, charges, changes to Terms & Conditions and how you will be told about any changes to these
- Running your account
- Protecting your account and your personal information
- Moving or closing your account
- Complaints
- Financial Services Compensation Scheme

### **4. Helping you to choose products and services**

The Vernon has a wide range of savings products which are intended for the purpose of helping you save and grow your savings. They are not designed for making regular payments to manage your everyday affairs. Before you become a customer we will:

- Give you clear information explaining the key features of the services and products you tell us you are interested in.
- Give you information on a single product or service if you have already made up your mind.
- Confirm your identity. We will tell you what information we need from you to do this.

Full details of all our accounts, including current and previous interest rates, are available from our website, head office or any branch.

### **5. Opening an account**

Most accounts can be opened in a branch or online – please check the options that apply specifically to the account you require. If you wish to open an account by post, you can call, email, or write to us for an information pack. Alternatively, you can download and complete an application form and then post or email it back to us.

You must be a UK resident to open an account, and you must notify the Society immediately if your tax residency status changes or if you cease to be resident/ordinarily resident in the UK. In this situation we would typically require you to close your account.

We have a responsibility to record, and report where required, your tax residency status and information relating to your account.

We are required by law to confirm your identity when you open an account. If the account is in the name of a company, charity, club, or association this applies to authorised operators, directors and beneficial owners. Please refer to our 'Our Identification Requirements' leaflet for further details of acceptable ID documents.

We may use a credit reference agency search to confirm your identity & address. This will only be for this purpose and will not affect your credit worthiness.

If you are unhappy about your choice of savings account, you may cancel it within 14 days of opening it by emailing [info@thevernon.co.uk](mailto:info@thevernon.co.uk) or telling us in branch or by post. We will treat the cancellation as having been notified on the date you sent the letter, emailed us or came into branch. We will also require your passbook if you have one. We will help you to either switch to another of our accounts or refund your money and any interest earned within 30 days of your notification. Any refund will be to a bank account in your name or via a cheque payable to you. Any cheque paid into the account must clear before we return the money, and we'll waive any notice period required for the account.

Once the 14-day cancellation period has elapsed, depending on the specific conditions of the account, you may have to give notice or incur a loss of interest to close the account.

## **6. Account Details**

We will use the address, email and phone number(s) that you provide on the application form to communicate with you. It is important that you tell us in writing straight away if there are any changes. We may ask for identity documents to prove some changes and if you have a passbook, we will need to update it.

## **7. Joint Accounts**

Unless the special conditions for a particular account specify otherwise, accounts can be opened in the names of 2 or more people (up to a maximum of 4). Although joint accounts can be convenient, it is very important that you understand the consequences of having an account in more than one name.

Where an account is in more than one name, all the money is held jointly. Joint account holders can choose how many signatures are required for any withdrawals or amendments. If individual account holders can sign alone, they have access to all the money in the account and can decide what to do with it.

If we have reason to think that there is a dispute between account holders, we will require the signatures of all account holders to transact or make amendments, or in some cases we may freeze the account. However, we will not be obliged to do this, unless we are ordered to do so by a court.

Only the first person named on a joint account (the "representative joint account holder") has voting rights at General Meetings of the Society. This person is the only one who will receive meeting notices and can attend and vote at these meetings. All correspondence about the account will go to this first named account holder. You can choose the order of names on the account, and if you want to change it, let us know and we'll update our records within a reasonable time.

In the event of the relationship between joint account holders breaking down, you should both contact us to arrange for the joint account to be closed and for new accounts to be opened in sole names. You will need to tell us how the money in the joint account is to be divided between you.

Where one account holder dies, we will, on receipt of a death certificate or grant of probate, treat the surviving account holder(s) as being the beneficial owner of the account. The other terms of the account will remain unchanged. Our Customer Service Advisers will be able to advise you of the relevant process to be followed.

Joint account holders are responsible for the account as a group and as individuals. For example, if you owe us money, we may try to recover it from any one of you or all of you.

We do not have to recognise the interest or claim of any person other than the account holder(s) in respect of any money held in the account (and we will not have any liability for failing to do so), except as may be required by law.

## 8. Savings Limits

The minimum and maximum amounts that can be held in any particular account are set out in the special conditions contained in each product leaflet.

If an account balance falls below the minimum, we have the right to close it but will give you at least two months' notice before doing this. During this period, you can pay in more money to bring the account balance up to the minimum. Instead of closing the account, (or during any period when it is below the minimum amount), we may pay a reduced rate of interest.

The overall maximum holding by any one person in respect of all savings accounts with the Society is £1,000,000.

## 9. Paying money into your account

Unless special conditions for a particular account specify otherwise, you can generally pay money into your account at any of our branches, by electronic transfer or by post. Please refer to Section A Condition 10 as to when interest becomes payable on money paid into your account. Payments into your account can only be made in £ Sterling. The Society does not accept cheques drawn on a bank or institution outside the United Kingdom or in currencies other than £ Sterling.

### CASH

For security reasons, we will not accept cash sent by post. We may also refuse to accept large sums of money in notes or coins for security reasons. When paying in money by cash, you need to produce your passbook or provide your account number. Money paid into your account by cash will be available for withdrawal immediately after we receive it, subject to Section A Condition 12.

### CHEQUES

Cheques made payable to the Society will only be accepted for payment into an account if the payee line contains the name(s) of the account holder or account number so that it is clear who the money is intended for.

When paying in money by cheque, you need to produce your passbook or provide your account number. You can withdraw funds from this deposit on the seventh working day after the cheque is paid into the account. This allows time for the cheque to complete the initial 3 day central clearing cycle and the subsequent 3 day period in which it can be returned unpaid.

### ELECTRONIC PAYMENTS

Electronic payments can be made to your account by using either CHAPS, Faster Payment or by Standing Order.

When paying money in you should quote the following details:

<b>Payee account type:</b>	<b>Personal or business (select the appropriate option)</b>
<b>Account name:</b>	<b>Your name / your organisation or business name</b>
<b>Sort code:</b>	<b>20 - 55 - 34</b>
<b>Account number:</b>	<b>10920320</b>
<b>Reference number:</b>	<b>This is your Vernon account number</b>

The reference number is your Vernon account number. Without this we will be unable to pay the money into your account and the funds will be returned to you. Your Vernon account number is printed at the top of the right-hand page of your passbook.

If money is paid into your account by mistake, we are obliged to provide information about you, your account and the payment, to the payer's bank to help them recover the money. We must provide all relevant information that they need to collect the payment. This information will include your name and contact address.

#### **CONFIRMATION OF PAYEE**

We use the Confirmation of Payee service. This means that when you, or someone else, sends a new payment to your Vernon Building Society account, the name, sort code, account number and reference field (your Vernon Savings account number) will be verified. This is done to help check that payments aren't sent to the wrong account by mistake. It also prevents against fraud.

You can opt out of having your account details checked, although we would strongly advise against this as it increases the risk of fraud. If you opt out, a message will be displayed while making a payment to your account stating your details can't be checked.

### **10. Interest**

We will confirm the interest rate earned by your account when you open it. You can check the interest rate on any account at any time by contacting your branch, telephoning us on 0161 429 6262 or by visiting our website.

#### **HOW INTEREST IS CALCULATED**

Interest is calculated on a daily basis, accumulated and then credited (capitalised) to the account or paid to an alternative account at your request depending on your account type and/or your instructions.

The frequency and timing of when interest is paid are set out in the special conditions relating to individual account types. Amounts transferred across from another Vernon account, or cash paid into a Vernon account, will earn interest on the day of receipt whereas amounts paid in by cheque will earn interest from the following day. Amounts withdrawn do not earn interest on the day of withdrawal. Interest is paid without tax deducted.

#### **INTEREST RATE CHANGES**

Subject to any special conditions relating to interest rate changes which cover a particular account, we may change interest rates at any time if we reasonably believe that the change is needed for any of the following reasons (which may relate to circumstances existing at the time or those that are reasonably expected to apply in the near future):

- a) to respond to changes in interest rates (including the Bank of England Base Rate, mortgage rates or interest rates generally), 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, codes of practice or industry guidance or to respond to a decision by a court, ombudsman or regulator;
- c) 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;
- d) to maintain our financial strength for the benefit of our Members, having proper regard to our status as a mutual Society.

Any change we make to interest rates will be proportionate to the circumstances which give rise to the change.

## HOW WE WILL LET YOU KNOW ABOUT CHANGES TO THE INTEREST RATE

Interest rate movement	Affected accounts	When we will inform you	How we inform you
Increase	All	As soon as reasonably possible	By notice in our branches and on our website
Decrease	All with a balance less than £100	At least 14 days' notice	By notice in our branches and on our website
	Accounts that don't require you to give notice for withdrawals with balance of £100 or more	At least 14 days' notice	By email or letter (if no email address held), and notice in our branches and on our website
	Accounts that require you to give notice for withdrawals with balance of £100 or more	The notice period required by the account plus 14 days*	By email or letter (if no email address held), and notice in our branches and on our website

\*On occasion we may give less (but not less than 14 days) advance notification of a rate reduction applying to a notice account. In this instance you will have a period of 30 days from the date of the notification, during which you may close or switch your account without having to give any period of notice or having to lose any interest or pay additional charges.

## 11. Account Charges

We do not charge for routine transactions carried out in the normal course of administering Members' accounts. There are situations where a charge is made for certain services. Details of our current fees and charges are on our website, in branch or by request.

We may change our charges at any time, if we reasonably believe that the change is needed for any of the following reasons which may relate to circumstances existing at the time or those that are expected to apply in the near future:

- to respond to changes to our costs, including our administrative costs;
- to respond to changes in the law or the decisions of a court or ombudsman
- to meet relevant regulatory requirements;
- to respond to new (or changes to) statements or codes of practice or industry guidance designed to enhance consumer protection.

Any change we make to our charges will be proportionate to the circumstances giving rise to the change.

Where we introduce new charges, or increase existing charges, we will publish this on our website at least 60 days before the change comes into force. A change which abolishes a charge, or reduces the amount of an existing charge, may be introduced with immediate effect, without notice.

## 12. Withdrawals

Withdrawals may be made in-branch or requested through Online Services (subject to any special account conditions and to any withdrawal limits we reasonably impose). We will only allow withdrawals if you have sufficient cleared funds in your account.

Our current limits for withdrawals are:

- Cash: £500 per day
- Cheque: £100,000 per day

Electronic payments to a bank account in your name:

- Faster Payment: £1,000,000 per day
- CHAPS: no limit

Any electronic payment to a 3<sup>rd</sup> party bank account: £85,000.

We may consider exceptions to these limits.

No withdrawals will be allowed:

- If it would cause the account to go overdrawn; or
- From a passbook account, if you do not produce the passbook at the time of withdrawal.

At any time, we can restrict the amount that can be withdrawn from any account, but we will only do this if:

- We reasonably believe that there may be fraudulent activity or other financial crime affecting the account.
- There is a dispute (which we reasonably believe may be genuine) about the ownership of, or entitlement to, the money in the account.
- Circumstances beyond our reasonable control prevent us from offering a normal service (such as a terrorist threat, computer systems failure or strikes).
- Circumstances exist which lead us reasonably to believe our financial stability is under threat (such as where rumours cause actual or potential abnormal levels of cash withdrawals).
- We reasonably consider it necessary to protect the interests of our membership as a whole.
- We are required to do so by any law, regulation or court order.

In the case of the last two scenarios listed above:

- We will act proportionately to the circumstances in question.
- We will take all reasonable steps to ensure that the restrictions are lifted as soon as practical and to minimise the inconvenience to you.

Where restrictions on withdrawals affect accounts generally, we will advise you by notices on our website and in our branches. You can contact us to discuss any restriction in person at any of our branches, or by telephoning us on 0161 429 6262.

### **CHEQUES PAYABLE TO A THIRD PARTY**

Where a withdrawal is made from your account by Society cheque payable to a third party, the cheque can only be stopped if we receive written confirmation from the cheque payee.

### **13. Electronic Payments**

Where the specific conditions of your account allow, you may make electronic payments from your account by Faster Payment or CHAPS. Some electronic payments may incur a fee, details of which can be found on our website or in-branch. Electronic payments must be in £ Sterling and the Society does not offer the facility to transfer funds outside of the UK.

To make an electronic payment you will need to provide us with the payee's bank account number, bank account name, sort code and the bank's name and address. You may also need to provide us with some identification and/or security details. You must provide us with a fully completed and signed withdrawal slip to provide your consent for the payment. You may withdraw your consent at any time, up until the point we execute your authorised payment instructions by notifying us by email or telephone.

Some account conditions permit electronic withdrawals only to your nominated bank account, for which you must have provided a sort code and account number. If you change your nominated bank account you must provide full details in writing, or through Online Services. Your new nominated bank account must be in your name, and we may ask you for some documentary evidence such as a bank statement in order to protect against fraud.

Electronic payment requests received after 3pm will be processed the next working day.

Payments sent electronically will normally arrive at the destination account:

- CHAPS - on the day it is processed.
- Faster Payment - by the end of the on the working day following the day it was processed

### **14. Reasonable Use Policy**

As Society savings accounts are not 'payment accounts', it is not expected that they will be used for making regular payments to manage your everyday affairs.

Easy Access accounts are intended to provide the reassurance of quick and penalty-free access to your savings should you need it, not as a means of using the accounts for day-to-day transactions. We will monitor transaction patterns, and should we believe your account is being used for day-to-day transactions, we may contact you to discuss whether you are in the right account.

### **15. Account Documents**

An 'Account Document' means a passbook, certificate, or any similar item relating to your account. They remain our property and must be returned to us whenever we reasonably request them from you. You must produce the relevant Account Document before making a withdrawal. Account Documents are important, and you agree to keep them safe - care should be taken to ensure that they are not mislaid or stolen. If you have reason to believe that an Account Document has been lost or stolen, you must immediately notify us.

When you have notified us of loss or theft, we may issue a replacement Account document but this may be subject to the following requirements:

- The provision of reasonable evidence of the loss or theft;
- Presenting evidence of identity documentation;
- Notifying and co-operating with the police;
- Restricting withdrawals from the account for a certain period from the date you notify us of the loss or theft; and/or signing any form of indemnity that we may reasonably require.

We can stop the use of your passbook, certificate, or other similar document if:

- You have notified us that, or we reasonably believe that your document has been lost, stolen, compromised, used without your authorisation, or used fraudulently; and/or
- We are obliged to do so by law, regulation, a court order or the instructions of a regulator or an ombudsman (provided it would not be unlawful for us to do so, or it would not compromise reasonable security measures):

We will notify you that we intend to stop the use of your document and explain our reasons for doing so, either by telephone or in writing. If for any reason we are unable to notify you before we stop or block their use, we will notify you afterwards without delay.

We will allow the use of your document, or we will replace it, as soon as possible after the reasons for stopping its use no longer apply.

## **16. Money taken out of your account incorrectly or without your authority**

We'll only carry out a transfer or payment for you if you 'authorise' it. To do this, you must tell us the account details, payment amount, payee, date and give us any security details we need.

If we make an error on a payment then we will put it right, this may include attempts to trace the original payment.

If you send money from your account to someone you didn't intend to pay, or for what you thought was a genuine purpose, but turned out to be fraudulent, this is called Authorised Push Payment fraud.

On discovering such a payment, you must contact us as soon as possible, and within 13 months from the date of the payment, so we can investigate and take the necessary steps to protect your account. We will reimburse you as and when required by the Faster Payment Scheme reimbursement rules.

If you have acted fraudulently, or you have authorised another person to use your account, you will be liable for all losses incurred as a result of the transaction.

If you have deliberately, or through gross negligence, failed to comply with your obligations in relation to any Account Document or Security Details, you are liable for all losses relating to transactions up to the date you notify us.

Where you are entitled to a refund, we will make this to your account (less an excess of £35). If we make a refund and then discover that you did authorise the transaction or are otherwise liable, we may reverse the refund. We will notify you before we do this.

## **17. Mistakes, delays and liability for losses**

If we fail to carry out a transaction instruction in accordance with these Terms and Conditions, then we are liable for any losses that you incur.

Our liability will be limited to the amount of the payment and any interest or charges you may have incurred because of the delay or error. Where a payment is made late, at your request, we can ask the payee's bank to add the payment to the receiving account as if it had arrived on time.

We are not liable if:

- You gave us the incorrect payment details
- You didn't let us know as soon as you became aware of the error or
- You let us know more than 13 months after the event
- We can show that the payee's bank or building society received the payment

If we send money to the wrong account because you gave us incorrect details, we will do our best to recover it. You may be charged for any costs we incur.

## **18. Closing your account**

You can close your account at any time, subject to any special conditions that apply and normal administration requirements. We can close your account at any time but (except in the cases of suspected fraud or other criminal activity, threatening or abusive behaviour or in response to a bankruptcy notice) we will give you at least 2 months' written notice. We will, however, not use this right to repay a fixed term savings before the end of the fixed term. If we close your account, we will pay interest at the agreed rate up to and including the date of repayment. We may make repayment by sending you a cheque to your last known address. If we close your account in full and make repayment to you, in person or by post, then you will have no further rights or interest in the account.

## **19. Viewing your account balance and transactions**

Unless the specific conditions of your account require it, we do not ordinarily send statements for our accounts. Instead, our accounts either have a Passbook, or are managed through our Online Services, where transactions and the balance can be viewed and downloaded.

Whenever you make a payment out of your account, we will give you information about that payment, in one of the following ways:

- If you instruct the payment in branch and have your passbook, we will update your passbook and provide you with a payment notification in writing setting out the details of the payment; or
- If you do not instruct the payment in branch, we will send you a payment notification in writing within a month of the payment. However, we do not have to do this where the payment is a regular outgoing payment of interest, or it is a payment by cheque.

Information about automated payments (of any kind) into or out of your account can be provided on request at any time by presenting your passbook for updating, accessing our Online Services or asking at a branch.

You should check your passbook and/or your Online Services regularly. If you notice an entry which seems to be wrong, you should tell us as soon as possible, so that we can investigate the matter. Please refer to Section A Condition 16 for more details.

## **20. Business and Charity accounts**

Business and charity accounts are only subject to regulation by the Financial Conduct Authority where:

- The business falls within the regulatory definition of a 'micro-enterprise', that is a business (irrespective of legal form and including self-employed persons and family businesses, partnerships or associations) which:
  - a) Employs fewer than 10 persons; and
  - b) has a turnover or annual balance sheet that does not exceed 2 million Euros.
- the charity (defined by Section 1(1) of the Charities Act 2006) has an annual income of less than £1 million.

The Society will treat all savings customers in the same way, regardless of their regulatory status. However, business and charity customers falling outside these FCA definitions, will not have the statutory protections afforded by the FSCS.

## **TRANSACTION AUTHORITIES**

On opening your account, you will be required to provide written authorisation for individuals able to operate the account. We will not discuss your account with, or accept instructions from, anyone not specifically authorised by you. You may change your authorisation list at any time by providing written notification.

## **PARTNERSHIPS**

Partners in a partnership (and other operating signatories) have joint and several liability for the conduct of their account. If you authorise a single individual to transact, that individual can withdraw the entire contents of the account, subject to account specific conditions relating to withdrawals.

Before instructing us to act on a single authority, partners should consider the implications, including those if the relationship with the other partner ends. If the relationship between partners in a partnership (or other joint signatories) breaks down, all signatories should contact us to arrange for the account to be closed. We will need you to tell us how the money in the account is to be divided between you. If there is evidence of a dispute, we may freeze the account in accordance with Section A Condition 12 until you reach a resolution.

Where one account holder dies, we will, on receipt of evidence of the death, treat the surviving holder(s) as being the beneficial owner(s) of the account.

## **21. Changes to these conditions**

We can change the Terms & Conditions on which your account is held at any time, if we reasonably believe that the change is needed for any of the following reasons (which may relate to circumstances existing at the time or those which are expected to apply in the future):

- To improve a service, or to provide additional services which otherwise benefits or does not materially alter the nature of our contract with you;
- To give extra benefit to savers (including making the terms of accounts easier to understand);
- To improve efficiency and/or to reduce costs;
- To reflect general market conditions and standards (including the terms on which similar accounts are offered by other building societies, banks or other providers of financial services);
- To take account of changes in the law, the decision of a court or the instructions of an ombudsman, regulator or similar person;
- To respond to new (or changes to) any code of practice or industry guidance with which we intend to comply;
- To correct errors; or
- The needs of the business justify a change.

Any change we make in accordance with the above will be proportionate to the circumstances giving rise to the change.

Where we change terms and conditions dealing with the way cash or electronic payments (but not cheque payments) can be made into or out of your account, we will send you at least two months' personal notice by email (unless we hold only a postal address for communications) before the change comes into effect. At any time, up to the date the change comes into effect, you have the right to switch your account or close it without having to lose any interest or pay any additional charges. 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.

In all other cases we can make changes as follows:

- If a change is not to your disadvantage, we may implement it immediately and without prior notice. We will tell you about the change within 30 days by general notice in our branches and website.
- If a change is to your disadvantage, we will advise you individually by email (unless we hold only a postal address for communications) at least 30 days before implementing it. At any time, up to 60 days from the date of the notice, you may switch your account, or close it without notice, and without having to pay any extra interest or charges.

If we have made a major change or a number of minor ones in any one year, we will provide you with a copy of, or link to, the new Terms & Conditions or a summary of the changes.

## **22. Service of notices**

You will be taken to have received any letter or other personal notice 72 hours after we have posted it to you. If we accidentally fail to:

- a) send to you a communication intended for our savers generally or a category of our savers of which you are one; or
- b) display a notice at our head office or any branch office; this will not make the notice invalid.

## **23. Retention and set-off**

We have the right to retain and set-off all money in any account you hold with us, against any money you may owe to us (whether under a mortgage, loan, guarantee or otherwise) which is due for payment, but which has not been paid. We will not use our right of set-off in relation to money in your account, if we have grounds to believe that the money is needed to meet your essential living expenses or priority debts (such as rental/mortgage payments on your home, utility bills or obligations under court orders or legislation).

We will write to you a minimum of 14 days before we exercise our right of set-off, detailing the date and amount to be debited from your account.

## **24. Matters beyond our control**

We will not be liable to you if we are unable to provide any service in connection with your account because of abnormal and unforeseeable circumstances, such as strikes, power failures or other causes beyond our control or as a result of our having to comply with any law.

## **25. Dormant accounts (unclaimed balances)**

We follow the Building Societies Association guidance for 'dormant accounts' (previously referred to as unclaimed balances). We are a member of the Reclaim Fund Limited.

If:

- a) you cannot be traced after reasonable enquiry; and
- b) for a period of 15 years, you have made no payment in to or withdrawal from your account and the amount in that account is less than £500, we may decide to close the account and the money in it will be transferred to the Reclaim Fund.
- c) Accounts that are both dormant and have balances greater than £500, will be written to. We will give 90 days' notice in which you can reactivate your account or request closure (once identification has been provided). After 90 days has elapsed and if no contact has been made, the account will be closed and the money will be transferred to the Reclaim Fund.

If, however, you contact us at a later date, we will either open a new account or repay the money to you, with interest at a rate we reasonably consider to be appropriate if your original type of account no longer exists.

To help prevent fraud, we will require evidence of your identity before reactivating a dormant account.

## **26. Inactive Accounts**

To protect against potential fraud, an inactive indicator will be automatically added to your account if you have not made a payment into or withdrawal from it for a period of 48 months. A transaction can be any of the following:

- Paying into or making a withdrawal in person, and/or
- Updating your passbook.

To remove this marker, you will need to provide one of our Customer Service Advisers with one acceptable identification document (see the Society's 'Our Identity Requirements' leaflet).

## SECTION B

### 1. Adult Cash ISA specific terms and conditions

#### General

Vernon Building Society is your Cash ISA Manager. We will operate and administer your Cash ISA in accordance with the prevailing ISA Regulations. Should we delegate any of our functions or responsibilities, we will ensure that the person or firm is competent to carry out those functions and responsibilities.

ISAs are initiated by the Government and, as such, are subject to change by them.

Under the ISA Regulations, all deposits made to your account(s) are known as subscriptions.

Certain Cash ISA products that we provide can operate as a flexible ISA, which means that when you make a withdrawal from your account, you can replace it without the deposit counting towards the annual subscription limit, as long as the replacement occurs within the same tax year. The product leaflet will tell you whether your Cash ISA is flexible or not.

We will notify you if, due to any failure to satisfy the provisions of the ISA Regulations, your Cash ISA has, or will, become void.

#### Eligibility

A Cash ISA can only be opened in your own name, and you must be at least 18 years old.

You agree that:

- a) you are, and will remain, the beneficial owner of the balance(s) in your Cash ISA account(s)
- b) your total ISA subscriptions in a tax year will not exceed the maximum permitted subscription limit set by HM Revenue & Customs (HMRC).
- c) the address provided to us for the management of your Cash ISA is your permanent residential address and that you will inform us immediately of any changes
- d) your Cash ISA accounts will not be used as security for a loan.
- e) you are ordinarily resident in the UK and ordinarily resident in the UK for tax purposes; or
- f) if not so resident, you are a Crown employee serving overseas who is performing duties that (by legislation) are treated as being performed in the UK, or you are married to, or in a civil partnership with, a person who performs such duties.

You are required to take all reasonable steps to ensure your continued compliance with the ISA Regulations, including telling us immediately about anything that might affect your eligibility to make subscriptions and/or to retain the tax-exempt status of the account balance(s) and interest being earned.

If you are found to have breached the ISA Regulations, whether by us or by HMRC, the tax-exempt status of your Cash ISA account(s) will cease (unless we might agree otherwise with HMRC), and interest earned in the current and previous tax years may need to be disclosed to HMRC and may be liable to taxation. Details about tax efficient savings and investments can be obtained by visiting

[www.hmrc.gov.uk/isa](http://www.hmrc.gov.uk/isa)

We may prevent you making a subscription where we believe this might create a breach of ISA Regulations. We may also prevent you making a subscription when we need additional information that enables us to be satisfied that we will continue to comply with our legal obligations as Cash ISA Manager and/or ensure our continued compliance with ISA Regulations.

### **Transfers to and from Vernon Building Society**

You can generally transfer funds from your Cash ISA to another ISA Manager and funds from another ISA Manager to a Cash ISA with us. Such transfers will, however, be subject to the specific conditions of the ISA product.

If you want to transfer part, or all, of the money held in a Cash ISA account with us to another ISA Manager, they must send us a valid transfer instruction. You need to tell us whether the transfer is to be done as soon as possible, or at a future date. When making this decision, check the terms and conditions of your Cash ISA for any interest penalty that may be applied on an immediate transfer and/or for any other product related restrictions that may apply. When we have a valid instruction, we will send the money to the receiving ISA within the timescales required by the ISA regulations.

Subject to the terms and conditions of the Cash ISA account you have with us, we will accept a transfer of part, or all, of the money held in a Cash ISA or a Stocks and Shares ISA with another ISA Manager. You will need to complete our ISA transfer instruction form so we can send it to the other ISA Manager.

### **In the event of your death**

No further Subscriptions can be made if you die, and your Cash ISA(s) will retain tax benefits until the earlier of the administration of your estate or the third anniversary of your date of death.

If an account remains open three years after you die, we will either close it and send funds to the Executor(s) of your Estate, or change it to a suitable alternative product, where interest earned may be subject to taxation.

## **2. Junior ISA specific terms and conditions**

The information contained here forms part of the terms and conditions of the account and should be read in conjunction with the account Product Summary.

### **Eligibility:**

A child is eligible for a Vernon Building Society JISA if, when the account application is made, they are:

- under the age of 18
- do not have a Child Trust Fund and
- are a resident in the United Kingdom or is a child of a Crown servant (in the UK's armed forces for example).

Each Child can subscribe to one JISA account which may not be held jointly.

Money held in the cash JISA shall be the in the beneficial ownership of the Child and must not be used as security for a loan or to create any legal charge of it.

**Opening the JISA:**

A JISA may be opened by:

- anyone who is over the age of 16 and with parental responsibility for a Child or
- the Child themselves if aged 16 and under the age of 18

In either case the applicant who opens the JISA becomes the Registered Contact

Where a Child is under 16 only a person with parental responsibility for the child can apply to open a JISA.

Where a Child is over 16, a person holding a registered Lasting Power of Attorney for the Child may make the application.

The JISA will commence when we accept both the application and receive the minimum payment as specified in the Product Summary. The account is governed by these Terms and Conditions, the ISA Regulations, our Terms and Conditions for Savers and the Product Summary.

**The Registered Contact:**

There can be only one Registered Contact for each JISA. The person who applies for the JISA will be the Registered Contact.

The Registered Contact is the only person who can give instructions to us on management of the JISA. The Registered Contact will be the account contact for all statement and correspondence purposes.

The Registered Contact must inform us of any changes to their personal details or inform us if they wish to transfer the Registered Contact to another individual.

The role of the Registered Contact can be transferred to another individual who has parental responsibility subject to the normal application procedure and the consent of the existing Registered Contact.

If the Child is between the age of 16 and 18 years of age, they can become the Registered Contact for their own account without the consent of the existing Registered Contact unless the Child lacks capacity under ISA Regulations.

The role of the Registered Contact will be transferred, without the consent of the Registered Contact:

- On death or incapacity of the existing Registered Contact.
- Where the existing Registered Contact lack capacity.
- Where the existing Registered Contact cannot be contacted.
- Where a court order removes parental responsibility for the Child.
- Where the Court has appointed a Guardian or a Special Guardian of the Child.

Where we become aware that the Registered Contact for the JISA no longer has parental responsibility for the Child, no further instructions can be taken from this person. A new Registered Contact application will have to be made.

An application for Registered Contact has effect only from the date on which it is accepted by us and where appropriate, once the consent of the existing Registered Contact has been obtained.

## **Subscriptions**

The amount that you can pay into your JISA must not exceed the annual subscription levels determined by HMRC. This may be changed by HMRC from time to time and will be set out in the Product Summary. If you do exceed the annual subscription set by HMRC, we will contact you immediately and return the exceeded amount.

Once a subscription is accepted, it is deemed a gift to the Child and it cannot be withdrawn, returned or transferred except in accordance with these terms and conditions or the JISA regulations.

## **Withdrawal and closures**

You may not give us withdrawal instructions or close a JISA except:

- On transfer another JISA Provider
- On the death of Child
- If the Child is terminally ill
- On the child reaching their 18th birthday
- On direct instruction from HMRC.

If the Child is terminally ill, the Registered Contact can ask HMRC to be allowed access to the cash held in the JISA. We will allow withdrawal once we have received approval from HMRC.

If the Child dies, the funds in the account become part of their estate and, subject to satisfying our requirements, will be paid to the legal Personal Representatives of the Child.

## SECTION C

### Protecting Your Interests

Our Privacy Policy describes how we collect your information, how we use it and why. To view our current Privacy Policy, please visit [www.thevernon.co.uk/privacy](http://www.thevernon.co.uk/privacy), or contact us to find out more.

#### What can you do to protect your accounts?

You can help to prevent the misuse of your account by:

- Taking care of your passbook and other account information.
- Letting us know as soon as possible if your passbook is lost.
- Letting us know as soon as possible of any change of your name, address, telephone number or email address or if you do not receive any information that you were expecting to receive from us.
- Updating and checking your passbook, **reviewing statements or online records regularly.**
- Taking care when getting rid of information about your account (people who commit fraud use many methods to get this type of information - you should take simple steps such as shredding printed personal material).
- Co-operating with us (or the police) in investigating transactions; and
- Never giving your account details or security information to anyone unless you know who they are and why they need them.

### Complaints

We aim to provide high standards of service. However, there may be occasions when you feel that you may have a complaint. If this is the case, please speak with our staff who will tell you how to make a complaint. You may request a copy of our Complaints Policy and Procedure Leaflet at any time or download a copy [here](#). When we receive a complaint, if we cannot sort it out quickly, we will send you a prompt written acknowledgement to confirm that we are dealing with it and to keep you informed of our progress.

#### Complaints about payment transactions

If your complaint (or part of it) concerns a payment transaction, we will endeavour to deal with your complaint within 15 working days. If circumstances beyond our reasonable control prevent us from sending you our final response to your complaint in this timeframe, we will instead send you a holding response explaining clearly why this is the case and specifying when we will be able to. In those circumstances, you will receive our final response within 35 working days.

You may also complain to the Financial Conduct Authority for complaints regarding payment services we have provided.

### Financial Ombudsman Service

Whilst we hope we can resolve any problems through these internal procedures, we are also a member of the Financial Ombudsman Service, to which you can refer a complaint after the internal procedures have been exhausted. Details of the Financial Ombudsman Service will be provided on request from any branch or our head office.

You can contact the Financial Ombudsman Service at:

Financial Ombudsman Service, Exchange Tower, London E14 9SR.

or

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) Telephone 0800 023 4567

### **Important information about compensation arrangements**

We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a building society is unable to meet its financial obligations. Most depositors - including most individuals and small businesses – are covered by the scheme.

For further information about the compensation provided by the FSCS (including the amounts covered and eligibility to claim) please ask at your local branch, refer to the FSCS website [www.fscs.org.uk](http://www.fscs.org.uk) or call the FSCS on 020 7741 4100 or 0800 678 1100. Please note, that only compensation related queries should be directed to the FSCS.

### **Branch Closures**

If we plan to permanently close your branch of the Society, we will tell you at least 12 weeks before we do this by notice in the branch and on our website, unless there are exceptional circumstances.

## SECTION D

### Conditions Relating to Vernon Online Services

The following terms and conditions apply when you register and use Vernon Online Services to open, view or transact on your Vernon account.

#### 1. Definitions

Online Services	The service we provide to allow you to open accounts, obtain your account information and carry out transactions on your account over the internet.
Account	Means any savings or other account with us which is held either in your own name or by somebody else.
Account Holder	Means the person(s) in whose name the account is held.
Activation Key	Means the code we send to you to be used the first time you access your account details using Online Services or when your use of Vernon Online Services is being re-activated.
Nominated Bank Account	The bank account you have chosen to receive withdrawal payments.
Password	Means the combination of letters, numbers and other characters you select when you register for the Online service, as amended by you from time to time, which we use to check your identity when you access Vernon Online Services.
Society, we, us and our	Refers to Vernon Building Society.
Secure Message	A facility to communicate with the Society securely through Vernon Online Services.
Security Details	This refers to your User ID, Password and any Two Factor Authentication codes.
Two-factor authentication and 2FA	This is the security system that requires 2 separate, distinct forms of identification in order to access Online Services. The first factor is a password, the second factor is a text with a code sent to your landline or mobile phone.
User ID	Means the unique number we give you to identify you when using Vernon Online Services.
Working Day	Means 9:00am to 5:00pm not including public holidays and any other day which the Society is not open for business.
You and Your	Means the customer. In Online Services this means the customer who registers with us to use Vernon Online Services.

## 2. Joint Accounts

Online Services only allows for joint accounts where one signature is required to authorise an instruction. Therefore, Online Services is unavailable for accounts that require two or more signatures to jointly authorise transactions.

By registering for Online Services, you confirm that your joint account holder(s) is(are) happy for you to access your joint account(s) via our Online Services. If a joint account holder notifies us that they wish to change the Account mandate to require joint authorisation, we will immediately suspend use of Online Services.

Each joint account holder must register separately to access their account(s) for Online Services and use their own User ID and Password.

## 3. Security

When you register to use Online Services, we will ask you to select a Password. You will need to remember this to operate Online Services.

Online Services uses Two Factor Authentication (also known as 2FA), as this adds an extra layer of security to protect your account if your Password is stolen. A 6-digit code will be sent to either your landline or mobile telephone number.

Prior to the first time you log into Online Services, you will be prompted to confirm your preferred telephone number, and preferred delivery method, this can be a text message or telephone call. When you access Online Services in the future, you will be sent the 2FA code by your preferred method. You can change your contact details or preferred method for Online Services at any time.

Once your registration has been accepted by us and your identity confirmed, we will email your User ID and an Activation Key. You must not disclose your Activation Key to anyone before using it and if it's not used within 28 days, it will expire. You must keep your Security Details such as your User ID and Password secret. In particular you must:

- Not disclose your Security Details to anyone else (including any joint account holders or Vernon Building Society employees), write them down or otherwise record them in a form that would be recognisable to anyone else.
- Take all reasonable care to ensure that no-one sees your Security Details when you use them;
- Not allow anyone else to use any of the computer or electronic equipment you use to access Online Services without taking suitable precautions;
- Ensure you have fully logged off Online Services when you're not using it;
- Follow any instructions we give regarding the safe keeping and use of your Security Details or other matters relating to the security of your account.

You must notify us as soon as possible by calling our Customer Services team on 0161 429 4306 or by emailing us at [onlineservices@thevernon.co.uk](mailto:onlineservices@thevernon.co.uk) if you discover or suspect that:

- Someone else knows your Security Details; or
- Someone else (other than a joint account holder) is trying to access your Account without your authority.

If you notify us under the above condition or we reasonably believe it's necessary in order to protect your Security Details on your Account, we may suspend the use of your Security Details as a means of accessing your Account. Unless it's unlawful for us to do so or would compromise our reasonable security measures, we will notify you either verbally or in writing in advance to tell you that we

intend to suspend the use of your security details and our reasons for doing so. If we are unable to contact you in advance, we will tell you as soon as possible afterwards. As soon as the reason for the suspension has ended, we will either remove suspension or provide you with new security details.

Provided you have not acted fraudulently, or you have not, intentionally, or with gross negligence, failed to take all reasonable steps to keep your Security Details safe, you will not be liable for any unauthorised withdrawals from your Accounts(s).

In the event of a dispute regarding whether or not you originated a transaction or instruction through Online Services, you agree to co-operate with us, the police and / or our insurers in any investigations.

We cannot guarantee that information passing over the internet will remain confidential or will not be interfered with or disrupted and your use of Online Services will indicate your understanding and acceptance of this risk.

#### **4. Liability for Loss**

We will not be liable to you for any loss or damage whatsoever if:

- We do not act on your instructions or provide you with account information for any reason set out in these conditions;
- We are unable to act on your instructions or provide you with Account information because of something we cannot reasonably control such as failure or disruption of the internet through no fault of ours;
- We need to suspend access to our website for maintenance, technical or security reasons;
- The equipment and / or software you are using fails or is incompatible with Online Services.

#### **5. Provision of Service**

Online Services is designed to be used with a range of internet browsers and equipment and it is your responsibility to provide compatible equipment and software with which to access it. In order to continue using Online Services you must ensure your equipment and software remains fully operational and take all reasonable steps to keep it free from viruses and other malicious software.

Online Services is intended to be available constantly; however, we cannot always guarantee its availability and there may be times when you are not able to access our website. This may be because the internet may fail through no fault of ours or we may need to suspend access for maintenance, technical or security reasons.

#### **6. Withdrawals and Transfers**

You can request a withdrawal by entering the required security information. Your confirmation can be withdrawn at any time prior to the transaction date by using the 'Pending Requests' menu in Online Services.

Withdrawal and transfer requests received before 3pm on a working day will be processed on the same day. Requests received after that time, or not on a working day will be deemed to have been received on the next working day.

Electronic withdrawal requests can be carried out in two ways:

**By Faster Payment**

Payments will be credited to the Nominated Account held in your name no later than the end of the working day following the day the instruction was processed.

**Internal Transfers**

Transfers to another Account held with us will be credited on the day the instruction is processed.

**Nominated Account**

The bank account you nominate to receive withdrawal payments must be a personal account held in your name, operated in the UK.

Withdrawal requests will not be accepted until the nominated account has been validated by the Society, this can take up to one week to process after proof of ownership of the bank account has been received by the Society.

The Society is entitled at any time to refuse to act on instructions given via Online Services, or to ask you to confirm them in writing, if for any reason we think they were not given by you or were not clear. We will inform you in writing as soon as practical, giving our reasons, if we decide to do this unless we are prevented from doing so for legal reasons or where it would compromise our reasonable security measures.

**7. Deregistration**

If you no longer wish to be registered for Vernon Online Services, you should inform us by Secure Message through the Online Services, via email or in writing. We will process the cancellation request within 5 working days of receipt.

## Head Office

**19 St Petersgate  
Stockport,  
Greater Manchester, SK1 1HF  
Tel: 0161 429 6262  
Email: [info@thevernon.co.uk](mailto:info@thevernon.co.uk)**

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## Bramhall

**21a Bramhall Lane South  
Bramhall,  
Stockport, SK7 7AL  
Tel: 0161 429 4312  
Email: [bramhall@thevernon.co.uk](mailto:bramhall@thevernon.co.uk)**

## Hazel Grove

**190 London Road  
Hazel Grove,  
Stockport, SK7 4HF  
Tel: 0161 429 4313  
Email: [hazelgrove@thevernon.co.uk](mailto:hazelgrove@thevernon.co.uk)**

## Reddish

**4 Gorton Road  
Reddish,  
Stockport, SK5 6AE  
Tel: 0161 429 4315  
Email: [poynton@thevernon.co.uk](mailto:poynton@thevernon.co.uk)**

## Marple

**1 Ridgedale Centre, Hollins Lane  
Marple,  
Stockport, SK6 6AW  
Tel: 0161 429 4316  
Email: [marple@thevernon.co.uk](mailto:marple@thevernon.co.uk)**

## Poynton

**87 Park Lane  
Poynton,  
Cheshire East, SK12 1RD  
Tel: 01625 855 830  
Email: [poynton@thevernon.co.uk](mailto:poynton@thevernon.co.uk)**



[www.thevernon.co.uk](http://www.thevernon.co.uk)   

Telephone calls are recorded and may be monitored for regulatory and training purposes to help maintain service quality.

Vernon Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority (registration number 195475)