

# COUNTY 10

## Terms & Conditions

<b>Summary Box</b> Key Product Information for our Savings Account	
Account Name	County 10
Interest Rates (AER)	<ul style="list-style-type: none"><li>• Variable tiered rates</li><li>• Refer to 'Investment Rates' leaflet, branches or <a href="http://www.ibs.co.uk">www.ibs.co.uk</a></li><li>• Interest calculated on a daily basis</li><li>• Annual interest on 1 December or monthly option for balances of £25,000 or over</li></ul>
Tax Status	Interest paid net of basic rate tax, depending on your status
Conditions for Bonus Payments	Not applicable
Withdrawal Arrangements	90 days' notice or 90 days' interest penalty
Access	Post or branch

This leaflet represents the Terms and Conditions for County 10 and should be read in conjunction with our General Investment Terms & Conditions and our Customer Information booklet.

### How much can I invest?

The minimum amount to open an account is £1,000. The overall maximum is £250,000. Once an account is open additional investments can be made. The minimum amount for each additional investment is £1,000.

An individual is only allowed to be the sole or first named account holder on one County 10. However, you can also be the second named account holder on one joint account.

### Can I make withdrawals?

Yes. Full or partial withdrawals can be made by giving 90 days' notice or immediately with a loss of 90 days' interest on the amount withdrawn.

After a partial withdrawal, if the balance falls below £1,000 your account will not qualify for interest until the balance is restored to the minimum required for this account. If you cannot restore the minimum balance, the account can be closed without notice or penalty and transferred to another account in our current range.

No penalty is charged if the closure is due to the death of the account holder.

### How is interest calculated?

Interest is calculated on a daily basis from the date of investment up to the close of business the day before withdrawal. The interest rates paid are variable.

When your balance moves into the higher interest rate tier you will receive interest on the whole balance at that higher rate. If you make a withdrawal that takes you into a lower tier, the lower tier rate is paid on the whole balance.

### When is interest paid?

Interest is paid annually or, for balances of £25,000 or over, the interest can be paid monthly.

Annual interest will be added to the account on 1 December.

Monthly interest is paid on the first day of each month and can be transferred to another Ipswich Building Society account or paid direct to your bank account.

### How can I open an account?

Please complete an Investment Application Form and send or take it to any of our Branches. To open an account, you will be asked to provide proof of your identity. This is to reduce the risk of fraud and is in line with anti-money laundering legislation. Acceptable forms of identification are detailed in our 'Proving your name and address' leaflet. Alternatively our staff will give you full details. You do have 14 days to change your mind. If you are not happy with this account within 14 days of opening it, we will help you switch accounts or return your savings with interest.

## General Information

### Customer complaints

Although we do all we can at Ipswich Building Society to provide a first class customer service, sadly from time to time things do go wrong.

We are keen to be aware of your concerns as they help us to identify ways in which we can improve the quality of service and possible training needs.

We are committed to ensuring all complaints are fully and fairly addressed.

If you have a complaint you should visit or contact your local branch, or any Society office, or call our central telephone number 0845 230 8686. We will try to resolve the problem speedily.

A leaflet is available detailing our complaint procedure. You can request a copy of this at any time.

### Changes to these terms

Any changes in terms will be displayed in our branch offices. At least thirty days' notice will be given of any changes to your disadvantage.

### Financial Services Compensation Scheme

Ipswich Building Society participates in the Financial Services Compensation Scheme. For full details please ask our staff.

### Retail Banking Conduct of Business

Ipswich Building Society complies with the FSA's Retail Banking Conduct of Business which set standards of good practice for building societies and banks.